



**CITY OF ROANOKE, VIRGINIA**  
**REQUEST FOR PROPOSAL**  
**FOR**  
**PUBLIC SAFETY SCHEDULING SOFTWARE**  
**RFP NUMBER 13-05-02**  
**OPENING DATE: February 13, 2013**  
**OPENING TIME 2:00 P.M.**

The Request for Proposal and related documents may be obtained during normal business hours from the Purchasing Division located in the Noel C. Taylor Municipal Building, 215 Church Avenue, SW, Room 202, Roanoke, VA 24011, or from the City Vendor Self Service web site at <https://VSS.roanokeva.gov>.

**THIS PUBLIC BODY DOES NOT DISCRIMINATE  
AGAINST FAITH-BASED ORGANIZATIONS**

Date of RFP: January 15, 2013

## REQUEST FOR PROPOSAL (RFP)

RFP No. 13-05-02

Issue Date: January 15, 2013

Commodity Code: 20857, 20938, 20820, 20845, 92091, 92031

Title: Public Safety Scheduling Software

Issued By: **City of Roanoke**  
**Purchasing Division**  
**Noel C. Taylor Municipal Building**  
**215 Church Ave., SW, Room 202**  
**Roanoke, VA 24011-1517**  
**Phone (540) 853-2871**  
**FAX (540) 853-1513**  
**Email: Sharon.Lewis@roanokeva.gov**

Sealed proposals will be received on or before **2:00 P.M., February 13, 2013** for furnishing the services and/or items described herein. The time of receipt shall be determined by the time clock stamp in the Purchasing office.

All questions must be submitted before 5:00 p.m., February 6, 2013. If necessary, an addendum will be issued in the form of a facsimile and posted to the City's Vendor Self Service web site at <https://VSS.roanokeva.gov>. It is highly recommended that any Vendor considering submitting a response to this RFP register in the Vendor Self Service System immediately.

If proposals are mailed, send directly to the Purchasing Division at the address listed above. If hand delivered, deliver to the Purchasing Division at Noel C. Taylor Municipal Building, 215 Church Ave., SW, Room 202, Roanoke, VA.

THIS PUBLIC BODY DOES NOT DISCRIMINATE AGAINST FAITH-BASED ORGANIZATIONS.

The City reserves the right to cancel this RFP and/or reject any or all proposals and to waive any informalities in any proposal.

This section is to be completed by the Offeror and this page must be returned with the proposal. In compliance with this request for proposal and subject to all terms and conditions imposed herein, which are hereby incorporated herein by reference, the undersigned offers and agrees to furnish the services and/or items requested in this solicitation if the undersigned is selected as the successful Offeror. No proposal may be withdrawn for a period of sixty (60) days after the opening of the proposal, except as provided in the RFP.

**Legal Name and Address of Firm** (according to your registration with the SCC):**REQUIRED**

\_\_\_\_\_  
Date: \_\_\_\_\_

\_\_\_\_\_  
By: \_\_\_\_\_  
(Signature in Ink)

\_\_\_\_\_  
Name: \_\_\_\_\_  
(Please Print)

\_\_\_\_\_  
Zip: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ FAX: \_\_\_\_\_

Email: \_\_\_\_\_ Business License# \_\_\_\_\_

**Virginia State Corporation Commission Identification Number:** \_\_\_\_\_

TABLE OF CONTENTS  
REQUEST FOR PROPOSAL NO.13-05-02  
PUBLIC SAFETY SCHEDULING SOFTWARE

INTRODUCTION .....	4
SECTION 1. PURPOSE. ....	6
SECTION 2. BACKGROUND. ....	7
SECTION 3. INSTRUCTIONS OF OFFERORS .....	8
SECTION 4. MISCELLANEOUS. ....	11
SECTION 5. PROTEST. ....	12
SECTION 6. SERVICES/ITEMS REQUIRED .....	13
SECTION 7.EVALUATION CRITERIA .....	14
SECTION 8. SELECTION PROCESS. ....	15
SECTION 9. INFORMATION ON CONTRACT TO BE AWARDED. ....	15
ATTACHMENT A - SAMPLE CONTRACT	
ATTACHMENT B - PROJECT PLAN GUIDELINES PROJECT PLAN	
ATTACHMENT C - SPECIFICATION OF COMPUTING ENVIRONMENT	
ATTACHMENT D - FUNCTIONAL SYSTEM REQUIREMENTS SPREADSHEET	

CITY OF ROANOKE, VIRGINIA  
REQUEST FOR PROPOSAL NO. 13-05-02  
FOR  
PUBLIC SAFETY SCHEDULING SOFTWARE

**INTRODUCTION**

The City of Roanoke, Virginia, is seeking competitive proposals from qualified Offerors to provide software and implementation services for a Public Safety Scheduling System in accordance with all terms, conditions and specifications as set out in this Request for Proposal (RFP). The RFP and related documents may be obtained during normal business hours from the Purchasing Division, (540) 853-2871, or from the City's Vendor Self Service web site at <https://VSS.roanokeva.gov>.

**EACH OFFEROR SHALL HAVE A MINIMUM OF TWO YEARS EXPERIENCE IN PROVIDING THE SERVICES REQUESTED BY THIS RFP.**

Proposals, to be considered and evaluated, must be sealed and received on or before 2:00 p.m. on **February 13, 2013** in the Purchasing Division, City of Roanoke, Noel C. Taylor Municipal Building, 215 Church Ave., SW, Room 202, Roanoke, VA 24011. Proposals appropriately received will be opened at this time. **Proposals received after 2:00 p.m. will not be accepted or considered.** The time of receipt shall be determined by the time clock stamp in the Purchasing Office, or if it is not working, such time shall be determined by the Purchasing official who is to open the proposals. Faxed or e-mailed proposals are not acceptable.

Each proposal, one (1) original and five (5) copies, must be appropriately signed by an authorized representative of the Offeror, and must be submitted in a sealed envelope or package. The notation "**Public Safety Software**", **RFP No. 13-05-02** and the specified opening time and date must be clearly marked on the front of that sealed envelope or package.

The City of Roanoke, Virginia, and its officers, employees or agents will not be responsible for the opening of a proposal envelope or package prior to the scheduled opening if that envelope or package is not appropriately sealed and marked as specified.

The City of Roanoke, Virginia reserves the right to cancel this RFP and/or reject any or all proposals, to waive informalities in any proposal, to award any whole or part of a proposal, and to award to the Offeror whose proposal is, at the sole discretion of the City of Roanoke, determined to be in the best interest of the City.

Project evaluation and award will be accomplished in accordance with this RFP and Sections 23.2-1, et seq., of the Code of the City of Roanoke, Virginia, including the price or value of the benefits offered the City in the proposal. If an award of a contract is made, notification of such award will be posted for public review in the lobby on the second floor of the Noel C. Taylor Municipal Building, 215 Church Ave., SW, Roanoke, VA 24011.

No proposal may be withdrawn for a period of sixty (60) days after the opening of the proposal.

Inquires regarding this RFP should be directed to Sharon T. Lewis, Purchasing Manager at (540) 853.2871.

This RFP consists of this Introduction, 9 numbered sections, and the attachments hereto.

**If you download this RFP from the City's Vendor Self Service (VSS) website and intend to submit a proposal, you should notify Purchasing that you have done so. However, each Offeror is solely responsible for ensuring that such Offeror has the current, complete version of the RFP documents, including any addenda, before submitting a proposal. The City is not responsible for any RFP obtained from any source other than the City. Contact Purchasing by phone at 540.853.2871, by fax at 540.853.1513, or by email at [sharon.lewis@roanokeva.gov](mailto:sharon.lewis@roanokeva.gov)**

Respectfully,

Sharon T. Lewis C.P.M., VCO, CPPB  
Purchasing Manager

Date: January 15, 2013

City of Roanoke, Virginia  
Request for Proposal No. 13-05-02

**Public Safety Scheduling Software**

**SECTION 1. PURPOSE.**

The purpose of this Request for Proposal (RFP) is the procurement of computer software, related implementation services, training and support of a Public Safety Scheduling System for the City of Roanoke's Police Department.

The Police Department is soliciting a solution, qualified Offerors to provide a commercially available public safety scheduling system. The system must be able to handle multiple shift designs with different groups of employees assigned to those designs. The system shall integrate with Lawson Payroll system for time tracking and leave accruals. The system shall also employ SQL Server 2008 R2 for database housing. The system shall have capabilities to report cost analysis for a specific job function or duty. The system shall report time audits for employees.

As a full-time law enforcement agency, the Department must operate in compliance with a number of specific local, state and federal guidelines, most of which have daily implications for the conduct of Department business. These mandates include those established by the Code of Virginia, the City of Roanoke code, rulings of the U.S. State Supreme Court, other courts of record, the Virginia Department of Criminal Justice Services, the National Crime Information Center, the Virginia Crime Information Network, the Virginia Department of Motor Vehicles and the standards of the Commission on Accreditation for Law Enforcement Agencies (CALEA). Finally, the business priorities of the Department must rest within the city's strategic priorities as defined in the City Council's Vision, the Strategic Plan and the Comprehensive Plan.

A scheduling software solution will be utilized to provide an organized record of data to schedule on-duty personnel for the many facets of the Police Department. Scheduling is needed to ensure accountability for its officers and accountability to providing adequate coverage of personnel to police the communities of Roanoke. In addition, many outside entities request officers for off-duty work. The scheduling software solution will also be utilized in this capacity. The solution will be used by officers, supervisors, and administrators for recording and documenting activities/assignments for the employees of the Police Department. The solution should be web accessible for off-site use and mobile users.

The City of Roanoke invites any qualified Offeror to respond to this RFP by submitting a proposal consistent with the terms and conditions herein set forth. Final scope of services will be negotiated with the successful Offeror.

## **SECTION 2. BACKGROUND.**

### **A. Organization Profile**

The City of Roanoke is located on the southern end of the Shenandoah Valley between the Blue Ridge and Allegheny Mountains. Roanoke has a population of 97,032 occupying about 43 square miles in the center of one of Virginia's largest metropolitan regions (population 222,308).

The City is governed by a Council-Manager system. The elected-at-large City Council consists of a mayor, vice-mayor, and five other members. There are five Council-appointed positions, a City Manager, Director of Finance, City Attorney, City Clerk, and Municipal Auditor and five constitutional officers, Clerk of Circuit Court, Sheriff, Commonwealth Attorney, Treasurer, and Commissioner of the Revenue. A graphical representation of the City of Roanoke structure is provided in Attachment A, City of Roanoke Government Organizational Structure.

### **B. Police Department**

The Department is a component of the Community Development cluster of departments reporting to the Assistant City Manager for Community Development. This cluster supports both external customers and other departments in the City of Roanoke's organization. The Department serves a variety of customers, most importantly Roanoke's citizens. The Department provides Law Enforcement services to the City of Roanoke on a 24 hours / 7 days a week / 365 days per year basis. The Department's mission is providing the highest quality of service to its citizens and visitors.

The Department is dedicated to providing honest, efficient and effective law enforcement services. The protection of life, liberty, and civil liberties for all people in a fair and equitable manner shall be the Department's daily objective. The Department is dedicated to providing public safety; law enforcement; public education; record keeping; and public administration.

The Roanoke Police Department operates currently as a national accredited agency with excellence through the Commission on Accreditation for Law Enforcement, Inc (CALEA), and has achieved having the Roanoke Police Academy nationally accredited as a Public Safety Training Academy through CALEA. The police department services both urban and suburban areas 24 hours a day, seven days a week throughout the City of Roanoke.

The Police Department has complement strength of 258 sworn officers, 41 civilians, and nine animal control positions to provide law enforcement services to the City of Roanoke.

Organizationally, the police department is structured by bureaus or divisions:

- a. Patrol Bureau
- b. Criminal Investigation Bureau

- c. Services Division
- d. Professional Standards

C. Current System

InTime Speedshift™ version 2 is a client side software application with server database designed to manage shift schedules for various functions of the police department. InTime Speedshift™ gives the ability to document personnel daily assignments and employ future scheduling.

D. Overview of the Current Computing Environment

Network Architecture

City's MAN (Metropolitan Area Network) is built on a OC48 SONET Ring with 13 sites on two RPR (Resilient Packet Ring) to provide OC12 Ethernet over Sonet for data and TDM over Sonet (DS1) for voice. Avaya Optera 3500 is installed at every site. Most sites are running GB Ethernet to the desk top.

Servers & Operating Systems

The majority of the servers are running Windows OS on physical server or on different VM Host Server running ESXi 4.1.

The main file server is running Novell OES on Susie Linux with Edirectory.

City also has some Unix Server for E911 System, regional library system and Proxy Server.

Database Standards

Microsoft SQL-Server 2008 R2

Application Architecture

Web: Microsoft IIS 7 (or later)

Desktop: Microsoft Windows 7

Reports: Crystal Reports & Microsoft SRS

**SECTION 3. INSTRUCTIONS TO OFFERORS.**

- A. Proposals must be submitted in accordance with the instructions and requirements contained in this RFP, including the Introduction. Failure to do so may result in the proposal being considered non-responsive and it may be rejected. An Offeror must promptly notify the Purchasing Division of any ambiguity, inconsistency, or error which may be discovered upon examination of the RFP. An Offeror requiring clarification or interpretation of this RFP should contact the Purchasing Manager at (540) 853-2871.



- B. Prospective Offerors, sometimes referred to as providers, operators, contractors, consultants, or vendors, are to address the criteria below at a minimum as part of their submitted proposal. Each proposal should include a transmittal letter and management overview of the proposal. Proposals are to include and may be evaluated on the following factors, together with such other factors as will protect and preserve the interests of the City of Roanoke, which may also be considered.
1. Organizational structure of firm and qualifications of management personnel.

Prospective Offerors should submit at a minimum the length of time in the business, corporate experience, strengths in the industry, business philosophy, and a description of the organizational structure of the firm; a description of the organizational structure for the management and operation of the services requested and/or provision of the items referred to in this RFP, including an organizational chart denoting all positions and the number of personnel in each position.
  2. Financial condition of the firm and ability to perform all obligations of any resultant contract.

The sufficiency of the financial resources and the ability of the Offeror to comply with the duties and responsibilities described in this RFP. Each Offeror shall provide a current annual financial report and the previous year's report and a statement regarding any recent or foreseeable mergers or acquisitions.
  3. Each Offeror is to state whether or not any of Offeror's owners, officers, employees, or agents, or their immediate family members, is currently, or has been in the past year, an employee of the City of Roanoke or has any responsibility or authority with the City that might affect the procurement transaction or any claim resulting therefrom. If so, please state the complete name and address of each such person and their connection to the City of Roanoke. Each Offeror is advised that the Ethics in Public Contracting and Conflict of Interests Act of the Virginia Code, as set forth in Section 4 of this RFP, apply to this RFP.
  4. Each Offeror shall have a minimum of two years experience in providing the services and/or items requested by this RFP.
  5. Price.

Prospective Offerors must submit the price such Offeror proposes to charge the City for providing the required services and/or items, including all fees and costs and how they are calculated,
  6. The ability, capacity, and skill of the Offeror to provide the services and/or items described in this RFP and in a prompt and timely manner without delay or interference.
  7. The character, integrity, reputation, judgment, experience, efficiency and effectiveness of the Offeror.

8. The quality and timeliness of performance of previous contracts or services of the nature described in this RFP.
  9. Compliance by the Offeror with laws and ordinances regarding prior contracts, purchases, or services.
  10. The conditions, if any, of the proposal.
  11. The proposal should be no more than 40 sheets (printing back and front is acceptable) in length.
  12. NOT USED.
- C. Each Offeror should provide the names, addresses, and telephone numbers of at least three (3) governmental references in connection with supplying the services or items requested in this RFP, similar to those being requested in this RFP by the City. Each reference should include organizational name, official address, contact person, title of contract, and any hardware or software elements in use, number of years in use and phone number. A brief summary of the scope of services provided for the reference should be submitted. One reference must be an organization of similar size and complexity operating in the state of Virginia. One reference must be an organization of similar size and complexity operating the proposed product for five (5) or more years, and the third reference must be an organization of similar size and complexity that has installed the proposed product in the past twelve (12) months.
- D. The Offeror should provide one or more references of third party providers of integration services with experience integrating the Offeror's product with other applications, if applicable..
- E. Responses to this RFP must be submitted in the prescribed format as documented in Section 7 of this RFP..
- F. The City may request additional information, clarification, or presentations from any of the Offerors after review of the proposals received.
- G. The City has the right to use any or all ideas presented in reply to this RFP, subject only to the limitations regarding proprietary/confidential data of Offeror.
- H. The City is not liable for any costs incurred by any Offeror in connection with this RFP or any response by any Offeror to this RFP. The expenses incurred by Offeror in the preparation, submission, and presentation of the proposal are the sole responsibility of the Offeror and may not be charged to the City.
- I. NOT USED.
- J. Only the City will make news releases pertaining to this RFP or the proposed award of a Contract.
- K. Each Offeror who is a stock or nonstock corporation, limited liability company, business trust, or a limited partnership or other business entity shall be authorized to transact business in the Commonwealth of Virginia as a domestic or foreign business entity if required by law. Each such Offeror shall include in its proposal response the Identification Number issued to it by the Virginia State Corporation

Commission (SCC) and should list its business entity name as it is listed with the SCC. Any Offeror that is not required to be authorized to transact business in the Commonwealth as a domestic or foreign business entity as required by law shall include in its proposal response a statement describing why the Offeror is not required to be so authorized. (See Va. Code Section 2.2-4311.2).

- L. Each Offeror is required to state if it has ever been debarred, fined, had a contract terminated, or found not to be a responsible bidder or Offeror by any federal, state, or local government, and/or private entity. If so, please give the details of each such matter and include this information with the proposal response.

#### **SECTION 4. MISCELLANEOUS.**

- A. Ownership of Material - Ownership of all data, materials, and documentation originated and prepared for the City pursuant to the RFP shall belong exclusively to the City and be subject to public inspection in accordance with the *Virginia Freedom of Information Act*. Trade secrets or proprietary information submitted by the Offeror shall not be subject to public disclosure under the *Freedom of Information Act*, unless otherwise required by law or a court. **However, the Offeror must invoke the protection of Section 2.2-4342(F) of the Code of Virginia, in writing, either before or at the time the data or other material is submitted.** The written notice must SPECIFICALLY identify the data or materials to be protected and state the reason why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary, or trade secrets, is NOT ACCEPTABLE and may result in REJECTION of the proposal.
- B. As this is a RFP, no information regarding the proposal records or the contents of responses will be released except in accordance with Section 2.2-4342 of the Code of Virginia. Once an award has been made, all proposals will be open to public inspection subject to the provisions set forth above.
- C. Any interpretation, correction, or change of the RFP will be made by an addendum. Interpretations, corrections or changes of this RFP made in any other manner will not be binding and Offerors must not rely upon such interpretations, corrections, or changes. The City Purchasing Division or its designee will issue Addenda. Addenda will be faxed or mailed to all who are listed as having received the RFP Package.
- D. No Offeror shall confer on any public employee having official responsibility for a purchasing transaction any payment, loan, subscription, advance, deposit or money, service, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is exchanged.
- E. The City may make investigations to determine the ability of the Offeror to perform or supply the services and/or items as described in this RFP. The City reserves the right to reject any proposal if the Offeror fails to satisfy the City that it is qualified to carry out the obligations of the proposed contract.

- F. The successful Offeror must comply with the nondiscrimination provisions of Virginia Code Section 2.2-4311, which are incorporated herein by reference.
- G. The successful Offeror must comply with the drug-free workplace provisions of Virginia Code Section 2.2-4312, which are incorporated herein by reference.
- H. It is the policy of the City of Roanoke to maximize participation by minority and women owned business enterprises in all aspects of City contracting opportunities.
- I. The successful Offeror shall comply with all applicable City, State, and Federal laws, codes, provisions, and regulations. The successful Offeror shall not during the performance of any resultant contract knowingly employ an unauthorized alien as defined in the federal Immigration Reform and Control Act of 1986.
- J. Providers of any outside services shall be subject to the same conditions and requirements as the successful Offeror in regards to law, code, or regulation compliance. The City reserves the right of approval for any subcontract work, including costs thereof.
- K. Ethics in Public Contracting. The provisions, requirements, and prohibitions as contained in Sections 2.2-4367 through 2.2-4377, of the Virginia Code, pertaining to bidders, offerors, contractors, and subcontractors are applicable to this RFP.
- L. Conflict of Interests Act. The provisions, requirements, and prohibitions as contained in Sections 2.2-3100, et seq., of the Virginia Code are applicable to this RFP.
- M. The procurement provisions of the Code of the City of Roanoke (1979), as amended, Sections 23.2-1, et seq., as well as the City Procurement Manual, apply to this RFP, unless specifically modified herein. The City's Procurement Manual can be reviewed at the Purchasing office.
- N. Insurance Requirements.  
Successful Offeror, and any of its subcontractors, shall, at its sole expense, obtain and maintain during the life of the resulting Contract the insurance policies and/or bonds required. Any required insurance policies and/or bonds shall be effective prior to the beginning of any work or other performance by successful Offeror, or any of its subcontractors, under any resultant Contract. All such insurance shall be primary and noncontributory to any insurance or self-insurance the City may have. The policies and coverages required are those as may be referred to in the sample contract and/or the terms and conditions attached to this RFP.

## **SECTION 5. PROTESTS.**

Any Offeror who wishes to protest or object to any award made or other decisions pursuant to this RFP may do so only in accordance with the provisions of Sections 2.2-4357, 4358, 4359, 4360, 4363, and 4364 of the Code of Virginia, and only if such is provided for in such Code section.

## **SECTION 6. SERVICES AND/OR ITEMS REQUIRED.**

The following are the services and/or items that the successful Offeror will be required to provide to the City and should be addressed in each Offeror's proposal.

**A description and/or listing of the services and/or items that the successful Offeror will be required to provide to the City under this RFP are those that are set forth below and/or referred to in any way in the sample contract, any terms and conditions, and/or any attachments to this RFP.**

**Each Offeror should carefully read and review all such items and should address such items in its proposal. However, the final description of the services and/or items to be provided to the City under this RFP is subject to negotiations with the successful Offeror, and final approval by the City.**

- a) A description of the Offeror's software support organization and methodology, problem response times and problem escalation procedures. The Offeror shall respond to the following questions:
  - (1) *Is software supported directly or through dealers?*
  - (2) *Is toll-free telephone support, facsimile support, mail-in support or all three offered?*
  - (3) *How often are product updates distributed and how is user input solicited for those updates?*
  - (4) *How are product updates distributed?*
- b) A listing of the personnel that will be assigned to the project along with a summary of their qualifications and specific responsibilities for the project
- c) A listing of customer training and support services available from the Offeror including a sample of the training materials
- d) A description of the Offeror's ability to remotely access the proposed system if it resides in the City's facilities. State the method(s) of remote site connectivity the product supports.
- e) A description of the Offeror's ability to respond to requirement changes from the City of Roanoke or third party providers. The Offeror shall respond to the following questions:
  - (1) *What is the Offeror's capability to respond to these changes?*
  - (2) *Does the Offeror have sufficient work force to make modifications to the software as required in a timely manner?*
  - (3) *In what timeframe will these changes be completed?*
- f) The Offeror's understanding of the project
- g) The overall project plan. See Attachment B, Project Plan Guideline.
- h) A narrative description of the system with information about the subsystems included in this proposal
- i) A description of the level of integration provided by the Offeror's solution
- j) A detailed description of the computer hardware and configuration

recommended to be utilized with the System including specifications for server size for the production, as detailed in Attachment C of this RFP.

- k) Itemized responses to each of the system requirements listed in the Functional System Requirements spreadsheet, RFP 13-05-02 . Requirements, included in this RFP, Attachment D. Instructions for responding to the requirements listed are provided in the worksheet whose identification tab is labeled "Instructions".
- l) A listing of software documentation that shall be provided with the System
- m) A description of the Offeror's software training approach, including experience levels and length of service of the training staff
- n) A description of the recommended training associated with the proposed solution. As a minimum, describe training recommendations in the following areas:
  - (1) *Server and associated peripheral equipment configuration*
  - (2) *Server and utility software*
  - (3) *Application software installation and administration*
  - (4) *End-user operation*
- o) A description of the type of support proposed by the Offeror for the System
- p) A description of the APIs (the import and export tools) used and supported by the System
- q) A description of how the Offeror ensures that operating system update activities will not have an adverse operational or security impact on the application system.
- r) A description of the installation services the Offeror shall provide

## **SECTION 7. EVALUATION CRITERIA.**

Offerors will be evaluated for selection on the basis of those most qualified to meet the requirements of this RFP. Major criteria to be considered in the evaluation may include, but shall not necessarily be limited to the items referred to above and those set forth below:

- A. The background, education and experience of the Offeror in providing similar services or items elsewhere, including the level of experience in working with municipalities and the quality of services performed or items supplied.
- B. Reasonableness/competitiveness of proposed fee and/or benefits to the City, although the City is not bound to select the Offeror who proposes the lowest fees or most benefits for services. The City reserves the right to negotiate fees and/or benefits to the City with the selected Offeror(s).
- C. The Offeror's responsiveness and compliance with the RFP requirements and conditions.
- D. Determination that the selected Offeror has no contractual relationships which would result in a conflict of interest with the City's contract.
- E. The Offeror's ability, capacity, and skill to fully and satisfactorily provide the services and/or items required in this RFP.

- F. The quality of Offeror's performance in comparable and/or similar projects.
- G. Whether the Offeror can provide the services and/or deliver the items in a prompt and timely fashion.
- H. The Offeror's specific response to the requirements in Attachment D.

## **SECTION 8. SELECTION PROCESS.**

- A. Pursuant to Section 2.2-4301 (3)(b) of the Code of Virginia, selection shall be made of two or more Offerors, if there be that many, deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation of factors included in this RFP, including price. Negotiations shall be conducted with the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the City (through the City Manager or City Manager's designee) shall select the Offeror which, in his/her opinion, has made the best proposal, and may award the contract to that Offeror. The City may cancel this RFP or reject proposals at any time prior to an award, and is not required to furnish a statement of the reasons why a particular proposal was not deemed to be the most advantageous. Should the City determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror.
- B. All proposals submitted in response to this RFP will be reviewed by the Purchasing Division or its designee for responsiveness prior to referral to a selection committee or person. A committee consisting of City personnel and/or others and/or an appropriate individual will then evaluate all responsive proposals, conduct the negotiations, and make recommendations to the City Manager, or the City Manager's designee, as appropriate. The award of a contract, if made, will be made to the Offeror whose proposal best furthers the interest of the City, as determined by the City Manager, or the City Manager's designee. The City reserves the right to reject any and all proposals, to waive any informality or irregularity in the proposals received, and to make the award to the Offeror whose proposal is deemed to be in the best interest of the City.
- C. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to the selection committee or person. This provides an opportunity for the Offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. Oral presentations are strictly at the option of the City and may or may not be conducted.

## **SECTION 9. INFORMATION ON CONTRACT TO BE AWARDED.**

The Sample Contract marked as Attachment A to RFP No.13-05-02 contains terms and conditions that the City plans to include in any contract that may be awarded, but such terms and conditions may be changed, added to, deleted, or modified as may be agreed to between the City and the Offeror during negotiations. However, if an Offeror has any

objections to any of the terms or conditions set forth in the Sample Contract or any changes or additions thereto that the Offeror wants to discuss during negotiations, the Offeror should set forth such objections, changes, or additions in such Offeror's proposal submitted in response to this RFP. Otherwise, submission of a proposal by an Offeror will obligate such Offeror, if it is the successful Offeror, to enter into a contract containing the same or substantially similar terms and conditions as contained in such Sample Contract. Other terms and conditions, if necessary, will be negotiated with the successful Offeror.

**END**